

MAY

TRAINING SCHEDULE

Organizational Development

May 2016

There is an I in Team

5/05 8:30-11:00 #0880-04

Managing Difficult Discussions

5/10 8:30-10:00 #0863-04

Taming the Meeting Monster

5/10 10:30-12:00 #0645-03

Win-Win Thinking

5/10 1:00-2:30 #0644-03

LCW Writing Performance Reviews

5/11 9:00-12:00 #1027-01

LCW Difficult Conversations

5/11 1:00-4:00 #0417-03

Microsoft Word - Level 3

5/12 08:30-4:00 #0511-02

Toxic Talk:

What Would You Say?

5/19 8:30-12:00 #1031-01

New Employee Orientation

5/20 8:30-3:30

Microsoft Excel PivotTables

5/26 8:30-12:00 #0590-14

Webinar

Disney Customer Service for
Government Agencies
Length: 60 Minutes



Taming the Meeting Monster

There are good meetings and there are bad meetings. Ensure your meetings are effective and efficient by attending Joan Zeglarski's course **Taming the Meeting Monster**. Refresh your meeting skills by reviewing tips and tools to use before, during and after your meetings. Learn to mitigate behaviors that interfere with productive meetings. Develop strategies to have your meeting participants feeling they have attended a successful meeting. (See page 2)

Health & Wellness

Team Placer - Let's get pedaling for Bike Month!

It's time to take those bikes out of storage, pump up your tires and join your co-workers in bicycling to work, for recreation and for all activities during the month of May. This is the Sacramento regions 12th annual **May is Bike Month** Campaign. Businesses, public agencies and bicycling enthusiasts will come together to promote cycling for all types of trips. (See page 7 for more information)



Interested in a course, but not sure how to Enroll?

Use ACORN Self-Service or contact your Department Training Coordinator.

ACORN > Main Menu > Self Service > Learning and Development

For more information, contact OD at Learning@placer.ca.gov or 530-886-4670.

Classes are held at OD Training Room 1, 11486 B Avenue in Auburn unless otherwise noted.

May Classes



Communication

COMMUNICATION MANAGING DIFFICULT DISCUSSIONS

Tuesday 5/10 8:30-10:00 #0863-04

Instructor: Joan Zeglarski Target Audience: Everyone

Learn a quick three-step process for success in difficult conversations, including skills for preparation, execution and follow-up.

TOXIC TALK: WHAT WOULD YOU SAY? NEW

Thursday 5/19 8:30-12:00 #1031-01

Instructor: Tyler Wade Target Audience: Everyone

Toxic talk effects include: loss of productivity, negative work environment, undermining teamwork. There can even be a breakdown of trust within the organization. This course focuses on how to respond if you become engaged in toxic conversation and helps participants to redirect potentially hazardous communication. The class also helps participants learn to understand the different perceptions of those involved in the toxic talk and how others are affected by this behavior.



Cooperation

COOPERATION THERE IS AN "I" IN TEAM!

Thursday 5/05 8:30-11:00 #0880-04

Instructor: Carol Scofield Target Audience: Everyone

At birth we became a member of a "team" called family and no matter where or how we choose our journey, we continue to be a member of a team, both professionally and personally. In her presentation, Carol Scofield will identify some unique characters that traditionally show up on a team. Using facts and fun, Carol will give you tips, tools and techniques to not only thrive in a team environment but also to star as a team member. In this class, you will:

- Experience the value of team
- Learn who actually makes up a team
- Identify 10 Characteristics and behaviors of a contributing team player and how to integrate them into your daily work day
- Create a can do plan for yourself that will allow you to be the "I" in team

TAMING THE MEETING MONSTER

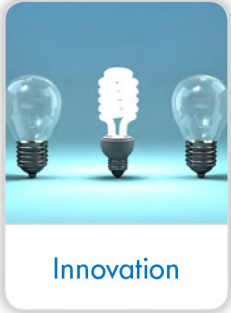
Tuesday 5/10 10:30-12:00 #0645-03

Instructor: Joan Zeglarski Target Audience: Everyone

Tips for mitigating behaviors of meeting attendees that get in the way of achieving effective results during meetings.



May Classes



INNOVATION

DISNEY CUSTOMER SERVICE FOR GOVERNMENT AGENCIES: PROVEN STRATEGIES THAT WORK Webinar

NEW

Available online at your workstation through TargetSolutions, Self-Assign. [Access TargetSolutions](#)

Instructor: Teri Yanovitch Target Audience: Everyone

Webinar highlights covered in this 1 hour customer service seminar include:

Seeing Through the Eyes of Your Customer: Keys to Service Excellence

- Understanding customer emotions: How to customize your service strategy
- Service mapping: What it is & how it can boost your customer satisfaction
- Is your agency customer friendly? Tips to improve your business processes

"WOW" Your Customer: Making them Feel Important - the "Disney Way"

- Keys for making a successful customer-centric service overhaul
- Simple & easily implemented strategies to treat your citizens like VIP's
- Techniques to making great customer service non-negotiable

Empowering Your Employees: How to Ensure Reliability & Accountability

- Disney's effective methods for accountability - Learn from the best!
- Five-step coaching: Keys to addressing service issues at your agency
- Raising the bar: How to overcome service hurdles in the public sector



KNOW YOUR CHOICES

Find training that is right for you.

Organizational Development has a variety of ways for employees to receive training to accommodate both department and employee needs.

INSTRUCTOR LED see published Training Schedules

ONLINE with TargetSolutions Self-Assign courses

DVD and book Library, catalogs in Learning Resources



Find out more at the Learning Zone > >

May Classes



Job Knowledge

JOB KNOWLEDGE **NEW EMPLOYEE ORIENTATION**

Friday 05/20 8:30-3:30

Instructor: CEO David Boesch, Human Resources, PPEO

Target Audience: New Employees are enrolled by OD

Welcome to Placer County! As a new employee, you will be automatically enrolled in this course based on your hire date. This course will cover topics to help you effectively transition into your new role. The session includes an overview of the County organizational structure, the County goals, as well as information about the different departments, the services they provide, and all your resources to support the important work you do every day.

WIN-WIN THINKING: SHIFTING INTO POSSIBILITIES

Tuesday 5/10 1:00-2:30 #0644-03

Instructor: Joan Zeglarski Target Audience: Everyone

Develop a new outlook and create dramatic change for you, your coworkers and clients.



Managing
People

MANAGING PEOPLE **THE ART OF WRITING THE PERFORMANCE EVALUATION**

Wednesday 5/11 9:00-12:00 #1027-01

Instructor: Liebert Cassidy Whitmore (LCW) Workshop

Location: [Maidu Community Center, Reception Hall, 1550 Maidu Drive Roseville, CA](#)

Target Audience: Supervisors and Managers

LCW does NOT cover Placer County specific codes and procedures.

Supervisors sometimes fall into the trap of viewing evaluations as just another record-keeping requirement, without appreciating the importance of evaluations and how evaluations impact the organization. Well-written performance evaluations encourage improvement, support discipline/termination, defend against litigation and help set a culture of fairness and openness in how performance issues are addressed. This workshop provides concrete examples and tips on how you can write an effective and meaningful performance evaluation.



Did you know?

Placer County has a Tuition Reimbursement program for employees!
Find out more by visiting [MyPlacer](#).

May Classes

MANAGING PEOPLE—CONTINUED

DIFFICULT CONVERSATIONS

Wednesday 5/11 1:00-4:00 #0417-03

Instructor: Liebert Cassidy Whitmore (LCW) Workshop

Location: [Maidu Community Center, Reception Hall, 1550 Maidu Drive Roseville, CA](#)

Target Audience: Supervisors and Managers

LCW does NOT cover Placer County specific codes and procedures.

Interpersonal problems are a fact of life. Wherever you interact with people, it is likely that you will have problems from time to time. Our natural instinct may be to avoid these conversations for as long as possible, but when you are a supervisor or manager, that is not always possible or advisable. This workshop takes the participant through the steps of successful conversations be it: personality conflicts between coworkers, body odor or emotional outbursts.



USE OF TECHNOLOGY

All Use of Technology courses are held at IT Training Center, 2970 Richardson Dr., Auburn

EXCEL 2010-PIVOT TABLES

Thursday 5/26 8:30-12:00 #0590-14

Instructor: ISInc. Staff

Target Audience: Experienced Excel Users

Students will create and analyze PivotTable data.

- Build a PivotTable
- Analyze data using PivotTables
- Present PivotTable data visually

WORD 2010—LEVEL 3

Thursday 5/12 8:30-4:00 #0511-02

Instructor: ISInc. Staff

Target Audience: Experienced Word Users

This course is designed for persons who want to gain skills necessary to manage lengthy documents, collaborate with others, and secure documents. You will create, manage, revise, and distribute documents. After completing this course, students will be able to:

- Use Word with other programs
- Collaborate on documents
- Manage document versions
- Add reference marks and notes
- Simplify the use of long documents
- Secure a document
- Create forms



May Classes



USE OF TECHNOLOGY—TARGETSOLUTIONS ONLINE COURSES **Can't make it to one of the instructor led computer courses? Try Online.**

TargetSolutions has professional development courses to help employees perform more efficiently and effectively in the workplace. Courses are self-paced and located on the TargetSolutions home page under "Self-Assign" training, use the search word "SMART."

SMART OFFICE

Effectively operating Microsoft Office programs (i.e. Word, Excel, PowerPoint, and Outlook) is important in a professional work environment. These courses educate employees on various programs and provide lessons on how to implement new skills.

Courses available online at your workstation through TargetSolutions, Self-Assign.
[Access TargetSolutions](#)

SMART OFFICE | EXCEL

[Excel Essential Training I](#)

[Excel Essential Training II](#)

SMART OFFICE | OUTLOOK

[Outlook 2010 Essential Training](#)

[Outlook 2010 Essential Training II](#)

SMART OFFICE | POWERPOINT

[PowerPoint 2010 Essential Training](#)

[PowerPoint 2010 Essential Training II](#)

SMART OFFICE | WORD

[Word 2010 Essential Training](#)

[Word 2010 Essential Training II](#)



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Health & Wellness

MAY IS BIKE MONTH

In addition to the health benefits of bicycling, you can also pedal to avoid traffic congestion, save money on gas, help reduce air pollution, and enjoy the beautiful May weather.



Participate by pledging miles at **Mayisbikemonth.com**, ride your bike for any reason and then log those miles on the website to earn virtual badges and a chance to win prizes. Challenge your friends and colleagues to a mileage contest on Facebook or by email. Or challenge yourself to ditch your car and ride your bicycle to all your destinations. "Like" May is Bike Month on Facebook (facebook.com/mayisbikemonth) to find out about events, post photos and receive bike-related updates.

The Placer County Transportation Planning Agency will be hosting a **Bike to Work Day** event on **Thursday, May 19th** in Auburn. Breakfast treats, rewards, and a chance to win prizes will be waiting for bicycle commuters at the Placer County Finance Administration Building entrance at 2954 Richardson Drive between 6:15 a.m. and 8:30 a.m. If you are looking for someone to ride with, visit Mayisbikemonth.com and select Pedal Pools under the Resources menu.

After you **register** for **May is Bike Month**, be sure to pick up your t-shirt at the Placer County Transportation Planning Agency office at 299 Nevada Street in Auburn.

Throughout the month, there will be weekly prize drawings; individual, group and employer challenges; rallies; awards; safety clinics and organized rides.

Visit **Mayisbikemonth.com** for information about events, a bicycle trip planner, and safety information for kids and adults.



WELCOME Our New WELLNESS COORDINATOR

Erica Priddle, Placer County's new **Wellness Coordinator**, joined Human Resources on April 4, 2016. Erica will be responsible for providing support to the wellness initiative. As Erica settles into her new role there will be more news about upcoming wellness events and activities.

Erica joins the **Human Resources** team with extensive experience in customer and employee outreach, event and training coordination, online and social media content administration, marketing, promotion and program coordination. Erica holds a bachelor's degree in Family and Consumer Sciences, majoring in Nutrition and minoring in Environmental Studies from California State University, Sacramento. Erica is very excited to be a part of the Human Resources team to further and help facilitate the goals of Placer County's wellness initiative.

